



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

VICTIM/WITNESS ASSISTANCE PROGRAM SUPERVISOR

Class No. 005231

■ CLASSIFICATION PURPOSE

To supervise the activities of a unit responsible for providing and coordinating a variety of support services in assisting victims of crimes; to assist the Victim/Witness Program Director in managing a local comprehensive program designed to provide a variety of services to victims and witnesses of crime; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

The Victim/Witness Assistance Program Supervisor is allocated only to the Office of the District Attorney and reports to the Victim/Witness Program Director. Positions in this class provide first-level supervision over a unit of Victim Advocates and clerical support personnel and perform the most difficult and complex assignments necessary to carry out the Victim/Witness Assistance Program.

■ FUNCTIONS

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Plans, assigns, directs, evaluates and coordinates the work of Victim Advocates, clerical support staff and volunteers providing a variety of support services to victims of crimes and witnesses; monitors the quantity and quality of work and takes corrective action as necessary.
2. Performs the most difficult and complex cases and assignments of the victim/witness program; interviews, counsels and assists victims and witnesses and prepares and maintains related documentation.
3. Develops a TRIAD group with law enforcement, medical and adult protective agencies, and various community organizations to identify safety and crime issues, and prevent victimization.
4. Assists the Victim/Witness Program Director with managing, planning and coordinating daily program operations.
5. Participates in the recruitment and selection of victim/witness program staff.
6. Conducts training programs related to victim/witness assistance for subordinates and outside agencies.
7. Identifies and resolves unit procedural problems and carries out established policies and procedures.
8. Assists the Victim/Witness Program Director with grant proposals and preparation of unit budgetary recommendations.
9. Plans and conducts community outreach to crime victims and witnesses.
10. Prepares correspondence and reports related to the Victim/Witness Assistance Program.
11. Analyzes existing and proposed legislation related to the Victim/Witness Assistance Program.
12. Acts as a liaison between the Office of the District Attorney, County departments and outside agencies.
13. Assists with special projects and programs relating to the Victim/Witness Assistance Program and prepares special reports and recommendations on unit operations.
14. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge of:

- Principles of supervision and training.
- Community resources and community organizations.
- Crisis intervention methods and counseling techniques.
- Victims' rights and advocacy techniques.
- Courtroom procedures and related criminal and civil laws, codes and statutes.
- Principles of protective services administration.
- Grant application preparation.
- Statutes and regulations related to the California Victim Compensation Program and the California Indemnification Claims Process.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

### Skills and Abilities to:

- Organize, coordinate and supervise the work of others.
- Recruit, train, schedule and supervise subordinate staff.
- Prepare reports, correspondence and forms.
- Communicate effectively orally and in writing.
- Establish and maintain a cooperative working relationship with agency staff, victims, witnesses, law enforcement agencies, the courts and other community agencies.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: an Associate of Arts degree or higher in counseling, psychology, sociology, or a related field, AND two (2) years of experience as a Victim Advocate or equivalent position providing and coordinating a variety of support services for victims of crimes.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

### Certification/Registration

Must successfully complete the training requirements per the California Penal Code within the first year of employment.

### Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

**New: October 29, 2004**

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Victim/Witness Assistance Program Supervisor (Class No. 005231)

Union Code: MM

Variable Entry: Y